









Ways to access Prevea Health for medical care



We're here to help 24/7. No appointment needed.

	 Why	 Hours	 Cost	 Schedule
Nurse line <i>Speak with a registered nurse.</i>	For injury, illness or medical advice. For guidance whether to wait to see your provider or to seek medical treatment sooner.	Available 24/7	Free	Call (888) 277-3832
MyPrevea <i>Message your provider.</i>	To send secure non-urgent messages to your provider's office to: <ul style="list-style-type: none"> • Ask a question • Send a comment • Request a prescription refill • Request an appointment 	Available 24/7	Free	Visit myprevea.com or MyPrevea app New users, go to myprevea.com , click on SIGN UP NOW, then click the green SIGN UP ONLINE button on the right side of the screen.
Virtual Care <i>Fill out an online questionnaire for a medical assessment, diagnosis and treatment plan.</i>	For conditions such as: <ul style="list-style-type: none"> • Common female infections • Eye, ear and mouth problems • Injuries, pain and minor burns • Insect bites and head lice • Medication to prevent an illness or infection • Coughs and colds, sinus symptoms, sore throat and allergies • Sexually transmitted diseases • Skin and nail problems • Stomach or digestive health problems 	Available 24/7 Response within one hour during business hours of 8 a.m. to 8 p.m. Monday through Friday, 8 a.m. to 4 p.m. weekends. If visit is initiated outside of business hours, a response will be provided by 9 a.m. the following day.	Up to \$35 Pay online by credit or debit card. No charge if a diagnosis cannot be determined.	Visit prevea.com/virtualcare

See flipside for more →

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Urgent Care <i>Walk-in care.</i>	For conditions such as: <ul style="list-style-type: none"> • Animal and insect bites • Cold and flu symptoms, fevers, severe sore throat or cough • Cuts without profuse bleeding but require stitches • Ear aches • Mild to moderate asthma • Minor infections • Rashes and burns • Sinus infections • Sprains, strains, dislocations and minor fractures/broken bones 	Monday – Friday 8 a.m. to 8 p.m. Weekends and some holidays 8 a.m. to 4 p.m.	Company's co-pay plan or medical office visit, billable to insurance. Check with your Human Resources department.	Walk-in care at any Prevea Urgent Care location Optional: reserve your spot online at prevea.com/urgent care
Emergency Room	For medical emergencies if you are experiencing: <ul style="list-style-type: none"> • Chest pain • Loss of consciousness • Poisoning • Seizures • Severe burns • Severe pain • Severe broken bones • Shortness of breath • Sudden paralysis or slurred speech • Suspected overdose of medication 	Available 24/7	Emergency visit. Billable to insurance.	Call 911 or go to your nearest emergency department